
EVALUATOR MANUAL TRANSMITTAL SHEET

Distribution:

☐ All Child Care Evaluator Manual Holders
☐ All Residential Care Evaluator Manual Holders
☒ All Evaluator Manual Holders

Transmittal No.
09RM-19**Date Issued**

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Subject:

Reference Material – Application

Reason for Change:

Update current name for Licensing Program Manager in sections 3-0025 and 3-0350

Filing Instructions:

REMOVE – Pages 7 and 97

INSERT – Pages 7 and 97

Approved:*Original signed by Thomas Stahl**11/16/09*

THOMAS STAHL Chief
Policy Development Bureau
Community Care Licensing Division

Date

Contact Person: Edna Musoke

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3-0025 GUIDELINES FOR PROCESSING APPLICATIONS (Continued) 3-0025

The face-to-face interview is to be conducted as outlined in Section 3-0350. While the applicant is in the office, the pre-licensing visit should be scheduled. The Evaluator should also verify that the applicant is signed up for Component III.

Once the above requirements have been met and all outside clearances have been received (refer to Section 3-0295), the Licensing Program Analyst should be ready to approve or deny the application. The time frames for the entire application process should range from 45 to 90 days. In addition, there is a statutory requirement to process additional applications for existing licensees within 60 days after submission of a complete application. Any pending application that cannot be approved or denied within 90 days should be brought to the attention of the **Licensing Program** Manager.

The following sample letter is entitled, "Denial of Licensure Based on Your Credit Report."

(Regional Office Address)

(Current Date)

(Community Care Licensing Division License Applicant Name and Address)

Dear (License Applicant)

SUBJECT: DENIAL OF LICENSURE BASED ON YOUR CREDIT REPORT

You are hereby notified that your recent application for a license with the California State Department of Social Services, Community Care Licensing Division, is denied.

A credit report for licensing purposes was obtained from Experian. Contained in that report is information which indicates you have:

- ☐ Delinquent credit accounts
- ☐ State tax liens
- ☐ Federal tax liens
- ☐ Delinquent child support payments
- ☐ Used your Social Security number inappropriately
- ☐ Other. (State Reason)

which was considered, in whole or part, as a basis for the denial.

Further, in accordance with Section 615(a) of the Fair Credit Reporting Act, we are required to provide you with the following information:

3-0350 II CONDUCTING FACE TO FACE INTERVIEW (Continued)**3-0350**

The evaluator conducting the interview will be responsible for addressing any application issues which may be specific to the category under discussion. For example, if an application is for a group home, then emphasis should be given to areas such as the program description, related to the client population to be served, discipline and staff qualifications. When interviewing an applicant for a residential care facility for the elderly, the evaluator should emphasize areas such as medications, prohibited conditions, acceptance and retention, transfer trauma (relocation), delayed egress, hospice care, secured perimeters, and incidental medical care. If the application is for a child care center, the evaluator should pay particular attention to areas such as director qualifications, proposed staffing ratios and indoor/outdoor space.

The above items do not represent an all inclusive list of categories or subjects to be addressed. They are meant to be examples for addressing category specific issues in an interview.

If, at the time of the interview, the evaluator and the applicant cannot resolve an issue(s), the **Licensing Program** Manager will be consulted and will attend the interview if necessary. This may require an additional interview/conference. However, this should be the exception. As is current practice, any controversial or sensitive matter(s) will be brought to the attention of management.

Upon completion of the interview, the applicant will be informed of the requirement to attend a category specific training session and scheduled for the next available session. However, the pre-licensing visit must be conducted prior to the applicant attending Component III. Before the applicant leaves the interview, the pre-licensing visit should be scheduled, even if the fire clearance or criminal record clearances are still pending.

The Evaluator will summarize the discussion with the applicant and clarify licensing expectations. Any requests being made by the licensing agency for additional information will be documented on the Licensing Report (LIC 809). In addition, when there are known areas of non-compliance at the time of the interview, that must be corrected prior to licensure, the Evaluator will document these areas on the LIC 809. This information can be mailed in by the applicant or arrangements can be made for the Licensing Program Analyst to pick up at the pre-licensing visit. When documenting for the file, information which is of a confidential/personal nature, the Detail Supportive Information (LIC 812) will be used.

NOTE: The evaluator will request and photocopy a driver's license or picture identification of both the applicant and the administrator for inclusion in the application package. Remind individuals to bring the regulations handed out in Component I to Component III for review purposes.